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1. Welcome to Protech

As a field employee working on an assignment, you are an employee of Protech, and you now have access to a large variety of positions across many industries throughout our network. These opportunities provide for both ongoing forms of temporary work and permanent placements depending on your working requirements.

You can also enjoy the security of being with a stable and well-connected organisation and have full confidence that Protech attracts positions with many of Australia's leading organisations.

We recognise the valuable contributions that all our field employees make to our success.

It's our pledge to you that we will do our very best to match your skills, interests and career objectives with fulfilling assignments that will enhance your marketability and provide you with the flexibility and challenges you desire. We hope you will enjoy the challenge of temporary work.

We look forward to working with you!

2. About Protech

We are professional technicians. Experts in creating workforce engagement solutions that transform our clients' and applicants' perceptions of the recruitment experience.

The Protech journey started in 2006 with our founder and Managing Director, Marc Meili's vision to bring a new and exceptionally high standard of service, reliability, consistency, and professionalism to the recruitment industry. He wanted to create a company with purpose and values, which encourage a strategic approach to the recruitment industry and delivers quality outcomes to both clients and applicants.

Our Purpose

"Be a positive influence in peoples' lives."

This simple statement drives our continuous commitment to deliver value, innovate and improve. In fulfilling this purpose, we provide a high level of technical expertise and the best value at all times by taking a collaborative, solution-based approach to any problem. Whether your desired outcome is productivity gain, cultural change, cost reduction or improved safety, we have the commitment, the expertise, and the processes in place to transform your business.

Our Vision

"First Choice."

The pursuit of becoming first choice is one thing but it also means fighting to remain first choice. We leave no stone unturned, ever. To become and stay first choice incorporates focus and strategy for everything, design, delivery, professional, specialist, quality people, safety, performance, agility, adaption, innovation, and technology. By driving a relentless strategy to be first choice, Protech Group will grow to become one of the largest, most profitable, and leading recruitment companies in Australia.

"For people who value quality and high performance."

We choose to engage with people who value what we do and how we do it. Our stakeholders demand quality and high performance because that is who they are. They understand that to achieve high quality results, intelligent input is required to get valued outcomes. It is not about price; it is how much value we can create for those people.

• **People** - our stakeholders are varied and encompass applicants, field employees, clients and third parties, but ultimately our business is built on relationships with individuals.



- **Value** – where our services are seen as worthy of a premium investment of both time and money.
- **Quality and High Performance** – the 2 hallmarks of success which we are known for.

Our Promise

Quality People

“Quality People. Every Time” is Protech Group’s brand promise. By utilising a consistent and methodical standardised approach to our rigorous recruitment and on-boarding processes, and combining these with industry leading practices, we assure our field employees stay the distance.

Co-creation

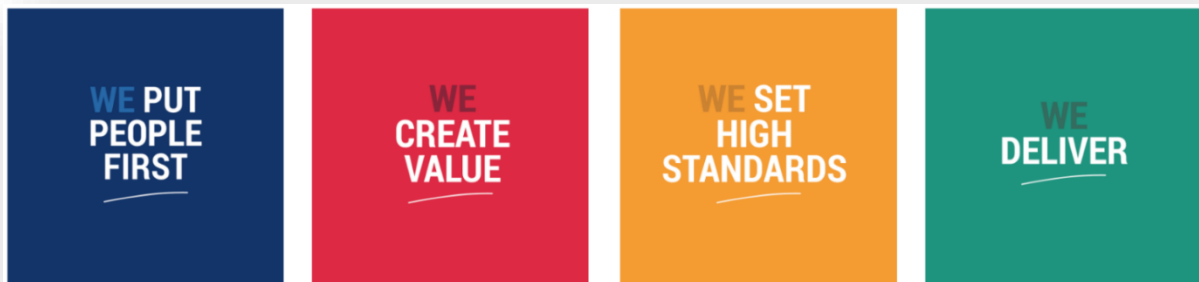
Through co-creation we clearly evaluate and establish our client’s objectives; empowering Protech Group to design and deliver the most productive service frameworks specific to client’s requirements.

BeSafe

Safety is of the highest importance; a strong safety culture is embedded in everything we do, and safety is the responsibility of everyone.

Our Core Values

Our core values represent what we value above all else in the day-to-day operation of our business and the overall achievement of our purpose and our vision.



We Put People First

Our employees, our team, our clients. We prioritise safety, success, and wellbeing.

We Create Value

Providing leading, flexible, and smart solutions. We simplify complexity.

We Set High Standards

Committing to quality and continuous improvement. We strive to do better.

We Deliver

Acting with urgency and integrity. We are reliable and accountable.

3. Why Join Us?

National Footprint

We work with clients on projects across Australia, from major cities to regional areas. Our recruitment team spans local offices throughout the country, allowing them to provide you with a personalised experience and help you to find your perfect role.



Quality Projects

With over 15 years in the industry, we have many clients we have serviced on several major projects. Long-standing clients and our outstanding reputation for quality people mean we service interesting and well-run projects.

Employment Continuity to Suit You

Our goal is to provide you with employment opportunities that fit what you require; if that means job security, we will work with you to try and achieve that. Many of our roles are for long-term projects, and our team will work with you to find your next role as your current contract reaches completion.

Commitment to BeSafe

The safety of our employees is our number one priority. At Protech, we work together with purposeful actions to BeSafe. We have many activities we undertake to BeSafe, including our induction process, regular site visits, and toolbox talks.

Efficient Payroll

Your pay is processed weekly or in accordance with your Industrial Instrument. You can also salary sacrifice your superannuation and package your payments in the most tax-effective way possible.

Banking Units Scheme

Nominate hours/units from your weekly pay to be saved up for a rainy day or holiday period. With our banking units scheme, you can have the certainty of a regular income during holiday seasons, periods of sickness, public holiday, or any other time away from work.

Health Insurance Benefits

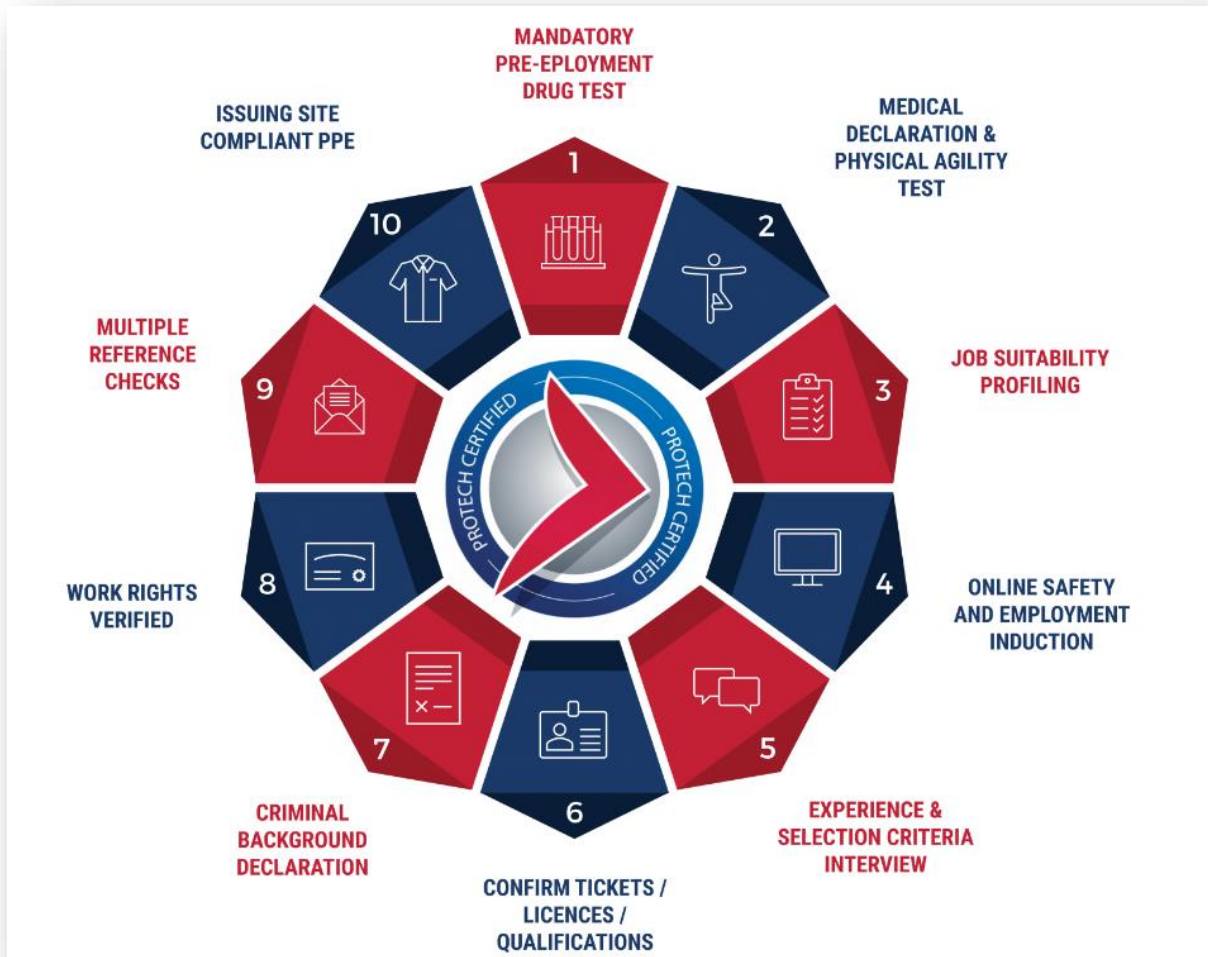
As a Protech Employee, you will have access to our corporate health insurance solution. Some of the benefits include competitive corporate premiums, reduced waiting periods, and extra benefits as a reduced cost.

For more information on these and many more benefits contact your local branch.



4. What Does it Mean to be Protech Certified?

Protech Certification is an extensive selection process that ensures only the best applicants make it through to client projects. All Protech Employees go through a rigorous program prior to registration to ensure they are 'Certified' for work with Protech.



5. General Information for Protech Employees

How do I get work?

After taking into consideration your skills, needs and interests we will contact you with an available and suitable assignment. Once you have accepted an assignment (see Employment Conditions – Engagement) we expect that you will perform to the very best of your ability and see the assignment through to completion. Although you may be doing work for several Protech Clients, we are your employer. Your timesheet and pay are processed by Protech, and your Protech Consultant/Account Manager is your contact for all work assignments.

Importantly, ensure we are always aware of your contact number/s and email address. Your assignments (and therefore work) depend on our ability to contact you and discuss them.



You should call your Protech Consultant/Account Manager immediately:

- With updates on your availability to work: If you are unavailable for a period, please let us know in advance so we can arrange it with your host supervisor.
- When you have enhanced your skills or learned new ones so we can add those details and copies of certificates to your file and match you to the right assignments.
- When your assignment has been extended and you have been asked to stay longer by your Host Client.
- As soon as you learn when your temporary assignment will finish, confirming your availability for other assignments.
- A client asks you to return for another assignment or offers you a full-time position.
- If you would like to apply for a permanent job with a Protech Client, you have worked for.
- Client changes your tasks, job description or role.
- You changed your name, address, telephone number, email address, bank account details or superannuation fund into which your entitlements will be deposited.

The Consultant/Account Managers work as a team to find you the right assignments. If for any reason your Consultant/Account Manager is unavailable, do not hesitate to ask for help from any other Protech staff member, the contact details are on the back page of this handbook.

How do I know what my assignment is and what I will be paid?

Your Protech Consultant/Account Manager will tell you how each assignment will operate before you accept the assignment. All offers of employment with Protech are to be considered casual positions unless specified otherwise. As a minimum you will be advised:

- Where you are working.
- What you will be doing, i.e., your role and classification.
- Who the Client is for whom you are working.
- Who to report to on your first day at work.
- The general conditions on the site which you are working.
- The PPE requirements for your assignment.
- Your rate of pay.
- The Enterprise Bargaining Agreement or industrial instrument you are covered by.

You will receive a Letter of Engagement from Protech prior to the commencement of each assignment.

Any policies, procedures or this Handbook may be amended from time to time and are not incorporated as part of your letter of engagement. However you are required as part of any employment to follow any requirements outlined in this Handbook or other policies or procedures as amended from time to time.

How do I get paid?

Protech uses Mypay Portal for the Payroll System. Prior to your first day you will receive a welcome email from mypay@protech.com.au which will send you the step-by-step instruction in creating your Mypay portal account and submitting your online timesheets. Please see below.

Create your Mypay portal account:

- Look for an email from mypay@protech.com.au with the link to your Protech Mypay portal.
- Click on the link and set your password.
- You will be redirected and logged in to Protech Mypay.



Submission of timesheets

Protech online Timesheets

- Log in to Protech Mypay and from the menu select timesheets.
- Enter your times worked and break duration for each day.
- Add notes to your timesheet where necessary.
- Once completed, press submit.

Note: Regularly save your timesheet as you are completing.

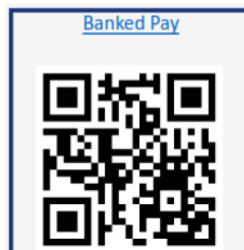
Protech manual paper Timesheet

- Receive paper timesheet from site manager
- Enter your times worked and break duration for each day
- Add notes to your timesheet where necessary
- Submit to supervisor to have timesheet signed off
- Submit to MyPay for payment

Client systems Time and Attendance

- Time and attendance is typically completed through the clients clock in .clock out system

For more details, use the below QR's for instructions with videos and refer to [My Pay Information](#).



Your pay will generally be processed every Wednesday and should be available within 24-48hrs. The payslip will be emailed to your personal email (by close of business) and available on your Mypay Portal. Your daily timesheet must be filed in completely with appropriate approval every Monday in the Mypay portal. If not, your pay may be delayed. Where an error has been identified Protech will endeavor to investigate and corrected it as soon as possible with most discrepancies corrected on Friday within that week.

Any queries about your pay should be made directly to your Protech Consultant/Account Manager.

Superannuation

Protech pays superannuation on your behalf (except for those who are ABN Contractors or specific circumstances), after you have worked the qualifying hours and received the minimum monthly wage as specified in the Superannuation Guarantee Legislation. Protech processes the compulsory contribution quarterly to your nominated superannuation fund. If you have not nominated a superannuation fund, efforts will be made to identify your stapled fund unless you elect to choose the Protech default superannuation fund which is a MySuper compliant fund.

What paperwork does Protech need from me to get paid correctly?

In the MyPay Portal you will provide the information for the tax file number declaration this must be given to Protech within 28 days of commencement of employment, or we are required by law to tax you at the highest PAYG rate. Protech will only deduct those taxes as required by law.



You must provide Protech with your correct banking and superannuation fund details via the MyPay Portal prior to submitting your first timesheet so you can be paid. It should be noted that if these details change at any time, you must update them via the MyPay Portal. For clarity, we cannot make any changes to payments to your bank or superannuation fund on your behalf, you must login and update them directly.

When will I receive my Group Certificate?

Protech comply with our ATO Single Touch Payroll requirements and direct load the PAYG Payment Summary (Group Certificate) details to the ATO in July following the end of the financial year showing your gross earnings and tax deducted whilst employed by us.

6. Protech Employment Conditions

Engagement Terms

Your engagement terms are detailed under the Letter of Engagement that you will have received.

Each time you accept an Assignment with Protech you will enter a new contract of employment with Protech and as a result, the terms may change and as such you should carefully read all documentation you receive from Protech.

Should you not be offered a position or complete any assignments for Protech for a period of nine months (9) then your application will be considered expired, and you will need to reapply and complete the entire recruitment process again. If you have not worked for Protech for a period of 3 months you will be required to complete some stages of the process again which may include the Drug and Alcohol test, Change of Details form and update your Bank, Tax and Superannuation details in the MyPay Portal.

Industrial Instrument Coverage

Protech Employees are generally engaged under an Enterprise Agreement or Modern Award (either of them referred to as the Industrial Instrument).

The Industrial Instrument, whether it is a Modern Award or Enterprise Agreement, will be stipulated under your letter of offer. Your Industrial Instrument sets the minimum terms and conditions applicable to your assignment. In many situations Protech may be able to engage you on terms more beneficial than those set-out under the applicable Industrial Instrument.

You can see a full list of Protech enterprise agreements on our website:

<https://www.protech.com.au/documents-policies/>

Assignments

Protech will inform you of available assignments and the terms and conditions particular to each assignment.

Protech is under no obligation to offer you:

- any assignments.
- future or on-going assignments; or
- the same or similar terms and conditions from assignment to assignment.

Protech or the Client may change the terms of, or terminate, an assignment without reason and you have no right to on-going employment on any particular assignment.

Termination of a particular assignment by Protech or the Client does not of itself constitute termination of your employment with Protech.



Permanent Placement with Clients

A Permanent Placement occurs when Protech undertakes recruitment of positions for our clients where the successful applicant will be employed directly by the Client. Protech will perform all necessary introductions and where possible facilitate the interview and selection process, however Protech cannot be held responsible for the results and outcomes of the recruitment and selection process.

Prior to commencement of the first day/shift you will be required to sign a letter of offer from the Client/Employer, as facilitated by your Protech Consultant/Account Manager.

You will also be required to notify Protech of the final package or contract as agreed between you and the Client.

Code of Behaviour

Your specific duties will vary depending on the nature of each assignment. However, each employee is required to operate and abide by our Code of Behaviour regardless of the assignment you may be engaged on.

You are always required, during the course of your employment, to abide by the following Code of Behaviour's:

- Arrive at each assignment punctually and ready to commence work at the required start time.
- Turn up at your workplace free from drugs and alcohol in your system. This is an essential element of achieving Occupational Health, Safety and Welfare aims. Refer to Drug and Alcohol Policy here [\[link\]](#)
- Work diligently and give Protech and the Client the full benefit of your knowledge, ingenuity, experience, effort, and skill.
- Act in a courteous, respectful, ethical, professional and honest manner and in the best interests of Protech and the Client.
- Participate openly and honestly in all workplace safety and/or performance management investigations, reviews, and discussions, and treat the processes as confidential unless otherwise advised.
- Comply with Protech's and the Client's policies and procedures as varied from time to time.
- Refrain from engaging in any bullying, harassing, discriminatory or other inappropriate behaviour in the workplace or related locations, be it directed at fellow employees or Client staff, via direct or electronic means, regardless of the point and time of access/posting. Refer to Respectful Conduct and Inclusion Policy here [\[link\]](#).
- Report ALL potential issues of harassment and discrimination or other inappropriate behaviour in the workplace, immediately to Protech and your Client Supervisor.
- Take all reasonable steps to avoid conflicts of interest, or the appearance of a conflict of interest, and disclose at the earliest opportunity all potential or actual conflict of interests to Protech.
- Not conduct yourself in such a manner, whether during work hours or after work hours, regardless of whether at home, social settings, or employment related accommodation, as to cause damage to Protech, the Client, the Client's (or other third party's) property, or which brings Protech or the Client into ill repute.
- Adequately care for and maintain Protech or Client equipment and resources whilst in your possession and this equipment and resources must be used in the manner for which they were intended in accordance with the manufacturer's instructions and within reasonable limits, and not be used in any activities which involve a breach of law or policy.

Failure or refusal to abide by the above Code of Behaviour may have consequences for you including disciplinary action which may include termination of your employment.



Harassment, Discrimination and Bullying

Protech has a strict zero-tolerance rule towards sexual harassment, discrimination and bullying. All employees should be familiar with these terms outlined below and any conduct breaching the below provisions will result in disciplinary action:

Sexual harassment: Sexual harassment includes *'Unwelcome sexual advances, requests for sexual favours, or other unwelcome conduct of a sexual nature that makes a person feel offended, humiliated, or intimidated. Conduct of a sexual nature includes making a statement of a sexual nature to a person, or in the presence of a person, whether the statement is made orally or in writing.'*

Discrimination: Discrimination is unlawful treatment based on protected attributes and includes both direct and indirect forms. Protected attributes can include race, colour, sex, sexual orientation, age, physical or mental disability, marital status, family or carer's responsibilities, pregnancy, religion, political opinion, national extraction, social origin, breastfeeding, gender identity, intersex status or experiencing family and domestic violence.

Bullying: *Under the Fair Work Act 2009 (Cth), bullying occurs when:*

- *An individual or group repeatedly behaves unreasonably towards a worker or group of workers and;*
- *The behaviour creates a risk to health and safety;*

However bullying does not include reasonable management action carried out in a reasonable manner.

The above does not prevent Protech from taking appropriate action due to inappropriate conduct that may not amount to the above definitions.

Other Behaviour obligations

Other behaviours that you are required to abide by during your employment include:

- Ensure all employee-supplied tools and equipment meet Australian standards, are in good condition, and comply with Protech and Client policies. Employees are responsible for safe and secure storage of their tools during placement. Use of on-site storage is at the employee's discretion, and Protech and the client are not liable for employee-owned tools and equipment.
- Not conduct yourself in such a manner, whether during work hours or after work hours, including on social media, as to cause damage to Protech's property or reputation (or the property or reputation of any of Protech's clients).
- Unless notified and approved by Protech the employee must not undertake any other employment, engagement or work during the employment that results in the employee competing with Protech, otherwise adversely affects Protech or hinders the employee's performance of duties.
- Where accommodation facilities are supplied for an employee whilst rostered on for work, the employee must abide by the facilities' terms, conditions and/or rules at all times.
- Never take photos of a Client work site without express permission or post such photos of the Client work site to social media
- Do not share any information or content that is damaging to Protech's reputation or commercial interest whether on or off social media.
- Avoid misrepresenting Protech, your position, or duties on social media or professional platforms.
- Do not engage in conduct that could be construed as threatening, obscene, offensive, sexist, pornographic, racist, harassing, bullying, or discriminatory toward any Protech employee, supplier, or customer.



- Must engage in honest genuine correspondence with Protech. Protech employees are responsible for any correspondence they send to Protech including correspondence generated by Artificial Intelligence (AI). Protech encourages employees to engage directly rather than through the use of an AI program.

THC and Medical prescriptions

- You must not have any tetrahydrocannabinol (THC) or other illicit drugs in your system when presenting for work or working regardless of whether you hold a medical prescription or not. The presence of THC in your system constitutes a breach of Protech's requirements. This obligation is separate from, and in addition to, your responsibility to be fit for work.
- Protech considers any employee who presents for work with THC in their system to pose a health and safety risk to themselves and others, irrespective of any medical prescription. A prescription does not guarantee that an employee is fit or safe to perform work while the prescribed medication is active in their system.
- Employees who hold medical prescriptions that may impact their ability to perform their role safely must disclose these prescriptions to Protech.

Direction and supervision

As your employer, Protech retains ultimate control of you in relation to the performance of work on an assignment or otherwise and may direct where and how you shall perform work on any particular assignment.

However, on a day-to-day basis you will be supervised and will receive directions from authorised representatives of the Client/Host. You are required to comply with these lawful directions.

Your Protech Manager and Client/Host Supervisor will be set out in the Letter of Engagement for each assignment.

Employee notification

You must immediately notify your Protech Consultant and your client supervisor of:

- any concerns you have in relation to your health or safety (or the health or safety of any other person) whilst working on assignment.
- Injury sustained, near miss or illness contracted by you during your employment while on assignment with Protech.
- any damage to property or injury caused to others by you, or which you witness another party cause, in the course of your employment.
- You believe you are, or a colleague is, experiencing any type of harassment while on assignment.
- anything occurs which affects your capacity to successfully complete the assignment for which you have been employed by Protech, i.e., loss of licence, change of Visa status, expiry of certification (first aid, CPR/LVR), etc.; and
- If you feel the Client requires you to undertake an action which means you will breach a Protech policy.
- any inability to attend work or commence work on time (this must be done as soon as reasonably practicable but (where practical) **at least 1 hour prior** to your usual start time); and
- any time that you need to leave the job site for a non-work-related reason.
- In addition, you must promptly notify your Protech manager of:
 - any grievances in relation to an assignment or your employment and must not raise such grievance with the Client unless authorised by Protech.
 - If you are unsure how to handle a sensitive or uncomfortable situation while on assignment.
 - A client asks you to return for another assignment or offers you a full-time position.
 - any change to your personal details (such as contact details, bank details or emergency contact details).



Abandonment of Employment

Unless provided otherwise by your Industrial Instrument where you are absent for a period of three (3) shifts or more and have not provided communication to Protech regarding your absence you will be presumed to have abandoned your employment.

Termination conditions

Upon ending of employment you will be paid out any statutory requirements which may include wages for time worked, notice period (if applicable) any accumulated but untaken RDOs or other requirements.

Expense Allowances

Expense Allowances are allowances paid by Protech on the reasonable expectation that the money will be fully expended by the Field Employee in the course of providing their services. The expense allowance is not given for the services of the Field Employee, but rather in recognition of the expenditure that the Field Employee will incur in the course of providing their services. Examples of expense allowances include, but are not limited to, the 'Fares and Travel Pattern Allowance' under clause 26.1 of the Building and Construction General On-site Award 2020.

Accordingly, and unless noted otherwise by the relevant Industrial Instrument, such expense allowances are not considered by Protech to fall into the definition of ordinary time earnings.

Protech expects any expense allowances to be fully expended by the Field Employee. To ensure entitlement to any Expense Allowance Protech reserves the right to audit the Field Employee eligibility for the entitlement (as measured against the terms of the Industrial Instrument) to the allowance and the expenses incurred by the Field Employee for the purposes of which the allowance is paid.

An illustrative example of such an audit regime is provided as follows considering the Expense Allowance of the Fares and Travel Pattern Allowance under the Building and Construction General On-Site Award 2020.

- **Eligibility:** Protech may audit the eligibility for a Field Employee to receive the Fares and Travel Patterns Allowance against the terms of the Industrial Instrument by: Start and Finish at a construction site: Reviewing employment information on whether the Field Employee starts and finishes work at a construction site. The allowance is not payable where a Field Employee starts and finishes work at a Depot for example.
- **Provision of Transport:** Where a Field Employee is provided with a fully maintained vehicle free of charge the allowance is not payable.
- **Offer of Transport:** Where a Field Employee is offered transport free of charge from their home to the place of work and return the allowance is not payable.
- **Any other reason** where the Field Employee does not incur costs or inconvenience associated with variable travel to and from work.

In determining the above eligibility Protech will have regard to:

1. The Industrial Instrument.
2. Any Letters of Engagement provided to Field Employees.
3. Payroll and Employment Records
4. Information from Protech's Clients.
5. Any statement or information Provided by the Field Employees.



Expense Incurred:

Protech may request any evidence reasonably required of actual expenses incurred by the Field Employee the purpose of which the expense allowance was paid. Reasonable evidence may include invoices, fuel or transport receipts, declarations or other evidence as provided.

7. Safety Introduction

Safety at work is both an individual and shared responsibility and you must ensure that your assignments are performed safely without risk to yourself or your colleagues. The consequences of a job-related injury are extensive for all parties involved.

Because our industry is unique, in that we can't directly control the workplace of our field-based employees, Protech has prepared this booklet, which describes the things you can do to help prevent incidents and injuries.

Protech will endeavour to appoint you only to assignments which you are capable of efficiently and safely carrying out. With your active participation we can succeed in eliminating incidents and ensuring a safe workplace for everyone.

Incidents can be avoided with proper care and foresight. Should an employee suffer an injury, Protech will:

- Ensure injured employee receives appropriate medical support,
- Ensure employees are provided with appropriate return to work options,
- Ensure the employee is correctly compensated, and
- Investigate incidents thoroughly with a preventative mindset

Workplace Health and Safety Act Requirements

Persons conducting a business or undertaking (relevant persons) must ensure the health and safety of:

- themselves
- their workers; and
- other persons, such as the public.

This includes employers or self-employed persons.

The key elements of meeting the above obligations on who conduct a business or undertaking (relevant persons) include, but are not limited to:

- providing and maintaining a safe and healthy work environment.
- providing and maintaining safe plant.
- ensuring the safe use, handling, storage, and transport of substances.
- ensuring safe systems of work.
- providing information, instruction, training, and supervision to ensure health and safety.

Persons in control of workplaces must:

- ensure that people can come to work at the workplace with minimum risk of injury or illness.
- ensure safe access to the workplace for all people; including those who are not workers.
- ensure that any plant or substance they provide for work by people who are not their workers is safe when properly used.

Owners of plant must:

- ensure that the plant is maintained so it is safe and without risk when used properly.

Persons in control of relevant workplace areas and the fixtures, fittings or plant included in the relevant workplace areas must:



- ensure that the relevant work area is safe and without risk to health
- ensure that the fixtures, fittings, and plant are safe and without risk to health.

Workers and other persons (including visitors, contractors, and general public) must:

follow the instructions given by the employer or Principal Contractor for the health and safety of themselves and others.

- use personal protective equipment if it is provided and they have been trained in its use.
- Further workers and other persons must not:
- deliberately interfere with or misuse anything provided for workplace health and safety.
- deliberately endanger the workplace health and safety of any person.
- deliberately injure themselves.

How do we meet our obligations?

Any person who has a workplace health and safety obligation under the Act must fulfil (that is meet, or discharge) that obligation.

Where there is a Regulation or Ministerial Notice

A regulation or ministerial notice prohibits exposure to a risk or prescribes a way to prevent or minimize exposure to a risk. Where a regulation or a ministerial notice exists for a specific risk or hazard then the only way an obligation can be met is by following that prohibition or prescribed way. N.B. - Regulations or Ministerial Notices Must Be Followed

Where there is a Code of Practice

Codes of Practice state ways to manage exposure to risks in the workplace.

Where a Code of Practice exists for the hazard, risk, or industry then it should be followed, however a person may select an alternate method provided that the alternate method provides equal or better protection. N.B. – A Code of Practice should be followed or another way that provides equal or better control.

Doing Nothing Is Not an Alternative.

Hazards where no Regulation, Ministerial Notice or Code of Practice exists

If there is no regulation or code of practice about the hazard, then a person may choose any appropriate way to manage exposure to the risk. However, the person can fulfil its workplace health and safety obligations only if it takes reasonable precautions and exercises proper diligence.

To assist in establishing reasonable precautions and proper diligence we need to refer to the Act, which specifies the way in which workplace health and safety can be managed. This can be summarized as managing health and safety through the Risk Management Process.

8. Your Responsibilities

Your responsibilities in maintaining a safe working relationship with the company include the following:

- Follow all prescribed work policies, procedures, and rules at your work environment. Make safety a priority in the work environment
- Report all incidents, injuries, near incidents and unsafe conditions to your supervisor and/or Consultant/Account Manager and get prompt first aid for all injuries no matter how minor



- Exercise due care in the performance of your duties to prevent incident and injury to yourself, fellow employees, the public and company property.
- Fulfil your duties in a safe manner at all times. If you're asked to perform a task which seems unsafe to you, or you are asked to perform work which was not part of your initial job description, call your Protech Consultant/Account Manager.

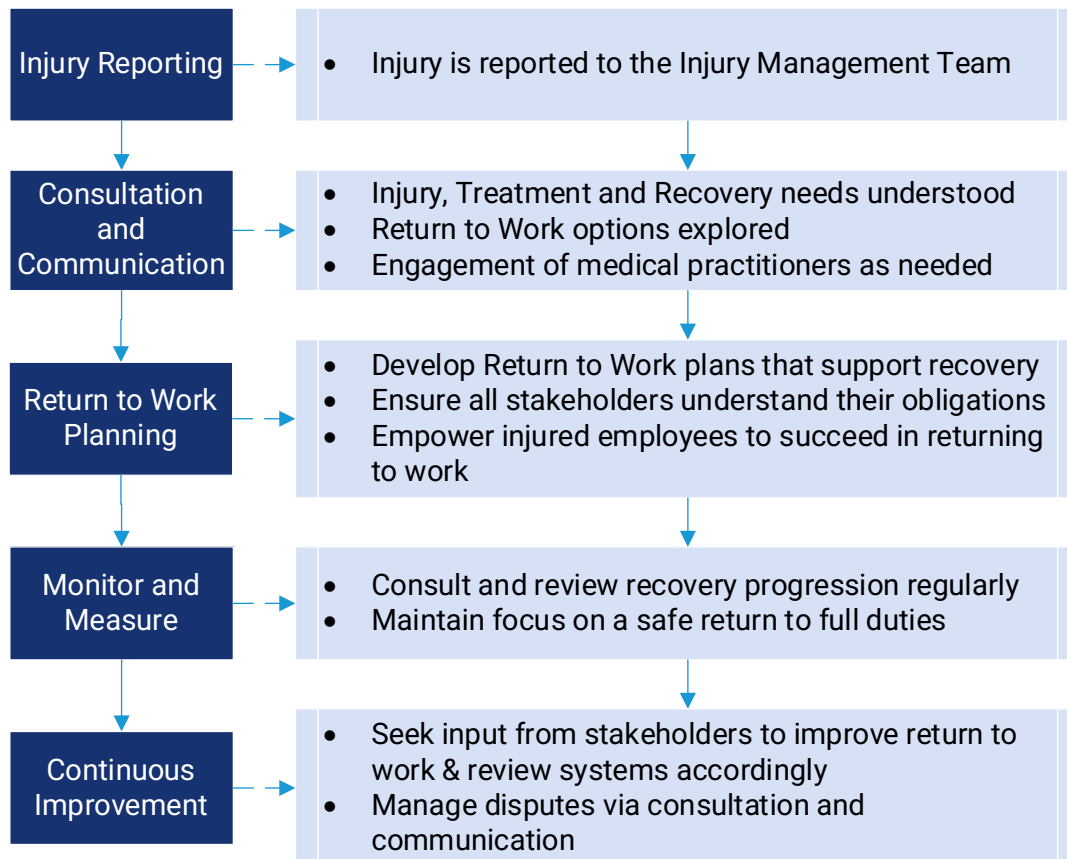
If you are injured

If you are injured while on assignment, notify your site supervisor immediately so first aid can be arranged and administered.

Contact your Protech Consultant immediately or call **the Injury reporting line on 1800 880 942**. We recommend you save this number to your phone.

Protech is committed to supporting employees in their return to health following workplace injury within legislated timeframes.

The framework that is applied to injury management is detailed below:



In the event you are injured, Protech will liaise with you to ensure appropriate treatment and return to work options are provided to you.

Protech focus is to return you to work and full health as soon as possible after injury in consultation with your medical team and workplace support.



It is our sincere hope that you will never be injured in the workplace while working for Protech. However, if you are. Protech has a team of people ready to support your recovery.

Stick to the Rules

Rules are meant to protect everyone – including you. So, it is in your own interest to follow them. You must always work in accordance with:

- The provisions of all relevant health and safety legislation.
- Site health and safety instructions, which can include a work plan or safety management plan.
- In addition to the general safety and health induction you will receive when you register with Protech, you will also be given a site-specific induction by your host in most cases. It is very important to familiarise yourself with the unique safetyE issues that are present for each site you visit.

Know Your Way Around

Get to know where people and facilities are as soon as possible. In an emergency, make sure you know where to go.

- Ask questions during the site-specific induction.
- Locate all access points.
- Know who is responsible for Health and Safety and First Aid.
- Know where the First Aid station is located.
- Know the evacuation procedures.
- Find out where the firefighting equipment is and how to use it.
- Find out communication points (phone, two-way, intercom, etc.)

The Right Attitude

The most elaborate rules, regulations, legislation, plans, and procedures are useless if individuals in the workplace have a poor personal attitude to health and safety. When it comes down to it, you must want to work safely, in a safe and healthy environment. Don't accept the argument that injuries and illness are just part of the job.

Incidents can be avoided. Be aware of situations, conditions, and people on the job. If you see something is wrong, fix it or report it. Don't look at health and safety as someone else's problem!

You have legal obligations to work and act in a way that does not endanger the health or safety of yourself or others at the workplace. Try to remember the below tips:

- Leave a great impression – every assignment is a potential new reference for you and may lead to more work or a permanent job offer.
- Remember your timesheet – if you don't have one, let us know so we can get some to you.
- Be on time – try to be a little early on the first day of a new assignment
- Introduce yourself to co-workers – when you meet new people, a warm and professional attitude is the best way to fit in quickly.
- Dress Appropriately for each assignment – your Protech Consultant/Account Manager will let you know what to expect.
- Be alert to opportunities – if you have spare time, approach your host supervisor, and seek more work or offer to help others where it might be useful.
- Keep our client's work confidential – don't discuss the specific details of your work with anyone but the host supervisor. Stay neutral and avoid expressing opinions unless asked.



- Limit personal calls when on assignment – phone calls of a personal nature should be kept brief and infrequent and strictly only during a break, not on time billed to the client.
- Don't be afraid to ask questions – if you have any queries concerning the tasks you are given, or the company's facilities don't hesitate to ask the client. If, however, you have any queries or problems with the assignment as a whole, call your Protech Consultant/Account Manager.
- Be Flexible – do your best to adapt to the environment and procedures of each workplace. This may encourage the client to request you specifically for future assignments.
- Clarify policy – ask the client when it is convenient for you to take your lunch break, do not assume. Also check the length of your lunch break and always get permission before working overtime.
- Keep up with the latest technology – never turn down the opportunity to learn something new. It will add to your experience and your job satisfaction. Keep a record of the new skills you are acquiring and be sure to let your consultant know.

Share What You Know

Most people don't struggle because they're careless or unmotivated. More often, they simply haven't been shown the best way forward. You should share what you know and by sharing your knowledge you help others succeed. Further, you'll feel more confident working alongside them.

Take Good Advice

Be prepared to take good advice from anyone at the work site. In particular, you must follow directions given by:

- Officers administering relevant health and safety legislation.
- The Site Management Team.
- Workplace Health and Safety committee members.

Keep Your Eyes Open

Conditions in the workplace can change quickly. Always be alert to potential hazards and risks. If you see a potential problem, stop, and take action to fix it.

- Report potentially dangerous situations or practices to the appropriate people (a Workplace Health and Safety Committee member, supervisor, etc.).
- Remove, cover, signpost, or barricade hazards where practical.
- Protect dangerous projections such as reinforcing steel, scaffolding, formwork, and outriggers.
- Tactfully alert a fellow worker who is engaged in unsafe practices.

Workers and other persons (e.g., Visitors to the worksite) must follow the instructions of an employer or principal contractor regarding the workplace health and safety of themselves and others. Among your obligations, you are required not to:

- Willfully or recklessly interfere with, or misuse anything provided for workplace health and safety.
- Willfully put at risk the workplace health and safety of any person; or
- Willfully injure yourselves.

Workers, who have been trained to use personal protective equipment, must use it correctly when it is provided by the employer.

Damage to Property or Equipment

Report any damage to property or equipment on the site to the person responsible for them. If this is not done, other people can be injured when they try to operate unsafe machinery or equipment, or work on unsafe floors or scaffold.



Drugs and Alcohol

Protech's purpose is to be a positive influence in people's lives, and we are committed to ensuring our employees are returned home safe at the end of each day. This commitment is used to guide our acts and behaviour including operating in a manner that does not cause harm to our employees, clients, contractors, visitors, and the communities in which we operate.

Under NO circumstances will drivers of Protech or client's vehicles drive such vehicles while under the influence of alcohol or drugs. Any incident involving Protech or the client's vehicles in which the driver of the vehicle is proved to be under the influence of drugs or alcohol will be held legally responsible for all damages incurred in that incident. Employees are required to notify Protech of any substances, illicit or prescription that may impact their ability to complete their role, prior to commencement of a shift so an assessment of risks can be undertaken.

Sexual Harassment Prevention Plan

Protech does not tolerate sexual harassment. This Sexual Harassment Prevention Plan is required under Queensland legislation. The Plan is aimed to manage identified risks to the health or safety of workers or other persons from sexual harassment and sex or gender-based harassment at work.

Consideration of worker and workplace characteristics

Risk assessment and control measures take into account several key factors, including the number, gender, age, and diversity of workers, their employment status (such as casual or part-time), whether they work in isolated or remote locations, and the overall layout and environment of the workplace. As a labour hire company, Protech does not control the work sites directly; however, Protech will ensure that each client workplace is appropriately assessed to determine its suitability for Protech employees before placement.

Control Measures

To manage each identified risk, the following control measures have been implemented across the Protech workforce:

- Create a safe physical and online work environment;
- Assessment of client sites for safety management in accordance with initial and ongoing client reviews
- Create a positive and respectful workplace culture
- Provide information and training on preventing sexual harassment
- Talk to our workers through toolbox talks or similar;
- Implement safe work systems and procedures for specific sites
- Implement workplace policies
- Address unwanted or offensive behaviour early
- Quickly respond to reports of sexual harassment
- Encourage workers to report any sexual harassment

The procedure for dealing with reports of sexual harassment or sex or gender-based harassment at work includes:

- **How to Make a Report:** Employees can report incidents of harassment through:

Doc No. Revision:
G_0091_1.3

Previous Doc. No.:
G_0091_1.2

Doc Owner:
P&C and WHS

Approver & Issue Date:
NIRM 24-Feb-2026

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- Contact your Account Manager
- Hotline: **1800 880 942**;
- Via Protech Plus
- Email to whs@protech.com.au
- Investigation Process: All reports will be promptly and thoroughly investigated by a trained team where relevant. Where reported matters have to be referred to third-parties this will be done in consultation with the complainant.
- Representation: The person who made the report may be represented by a representative of their choice if they should choose.
- Communication of Results: The person who made the report and other parties involved will be informed of the results of the investigation.

Accessibility and Understandability

The prevention plan is set out and expressed in a way that is readily accessible and understandable to all workers and has taken into consideration all relevant matters including age, gender and/or disabilities.

Awareness and Access

Reasonable steps will be taken to ensure that all workers are made aware of the prevention plan and know how to access it.

Review of the Plan & Feedback

The prevention plan will be reviewed as required and as appropriate in practice. If you have any feedback on this plan or believe it could be improved for the Protech workforce please email whs@protech.com.au.

Issue Specific Information

Boots

Your safety boots must meet Australian Standards and fit you correctly. Lace up, Steel-Cap Boots offer the most protection and are the main standard acceptable on most sites. Slip on boots are not acceptable.

Alternative footwear may be approved based on site requirements.

Boots must be in good working order, if boots are damaged or worn through fair wear and tear, speak to your local Protech Office.

Dust and Fumes

Dust and fumes could be a hazard at your workplace. Make sure you are aware of the risks involved and know the controls to BeSafe.

If the host employer requires you to wear Respiratory Protective Equipment (RPE), please notify your Protech representative or email Protech WHS. Please make sure you have been fit tested for the type of RPE required and have been shown how to wear correctly. Your host employer should also provide training on the hazard, risk and RPE.

If unsure contact your local Protech Office.



Emergency Evacuation

Upon arrival at a new worksite, ensure that evacuation procedures are clearly detailed, including assembly points, access/egress doors and reporting procedures. ensure that in the event of a fire you leave the building/worksite immediately and follow the instructions of the host supervisor.

Exposure to Sunlight

The effects of sun exposure take years to surface, and we are just becoming aware of how serious it can be. Under the Workplace Health and Safety Act, Protech and the person in control of a workplace are responsible for your safety from injury and disease, therefore shirts with a collar, (preferably with long sleeves) is a minimum requirement. Shirts with the sleeves removed are not permitted. Wear Block-out lotion/sunscreen on any exposed body part and use the appropriate personal protective equipment.

Eye Protection

After hand injuries, injuries to construction workers' eyes are the most frequent. Eye protection is available in a wide range of types from goggles to full facemasks. Apart from obvious dangers, like welding, damage to your eyes can be caused by:

- Metal and wood shavings,
- Flying nails,
- Chemical dust and splashes, and
- Tools and equipment being used by nearby workers.

Permanent eye damage means a permanent limit to your abilities to work, so take precautions. Eye protection is required where indicated by signs, when instructed by the supervisors, or whenever the risk of eye injury is present.

Fire Extinguishers

If any fire extinguishers are used (even a 5 second squirt), they must be handed to the supervisor to be re-charged. Make sure the correct fire extinguisher is selected in the event of a fire.

If you are unsure how to use a fire extinguisher, ask your supervisor or notify Protech and they will arrange training.

First Aid

First aid is to be attempted only by qualified first aid persons. Every workplace must have a complete First Aid Kit. As a worker it is your responsibility to know the location of these kits and be able to identify who the first aid officer is.

General Training

All workers are to show certificates of training to do the task allotted to them in accordance with the Workplace Health and Safety Act. All qualified training will be registered within Protech records.

Do not operate any machine without receiving appropriate training or holding the applicable license.

Gloves

Gloves shall be worn where there is any possibility of damage to your hands. These may include cotton gloves, leather gloves for general factory work or gauntlets for welding/foundry work. Non-porous gloves/gauntlets should be used when handling any chemical/liquids. Get some, keep them handy and use them. Be sure to check that the gloves you are using meet the Australian Standards as required for the tasks you will be performing.



Hazardous Substances Safety Data Sheet (SDS)

If you are not absolutely certain about the chemicals you are about to handle, FIND OUT. Many of the substances used on construction sites or in workplaces are potentially hazardous. Read the instructions and warnings on the packaging and get a copy of the Safety Data Sheet (SDS – formerly MSDS) for guidance on handling these materials.

If safe handling is not clear to you from the package instructions or SDS, ask your employer or the principal contractor about the recommended methods of applying materials and the procedures for protecting yourself and others from hazards. As a general guide, the following need to be considered:

- What are the effects of the material on the body – and the associated first aid treatment (e.g. from inhaling vapour, skin contact or penetration, eye contact etc.)?
- Is ventilation adequate?
- What type of protective clothing is needed?
- How do you dispose of waste?
- How is unused material stored?

Safety Data Sheets (SDS) will generally show the personal protective equipment required. Read the instructions and warnings on packaging or SDS and wear the recommended protective clothing. While they can be uncomfortable in hot weather, protective aprons, coats, or body suits will minimise the risks of being seriously injured by hot, poisonous, or corrosive liquids or solids.

Hazardous Environments

In some workplaces there will be areas, which are notoriously high-risk environments – such as silos, vats, pipelines, trenches, pits, and crawl spaces. The risk of injury or death from a wall or roof collapse, suffocation, toxic or flammable fumes is very real. Do not enter these areas unless fully trained, instructed by a supervisor, and only when all safety requirements and safe work assessments have been addressed.

Hearing Protection

It doesn't take a lot to PERMANENTLY damage your hearing. The noise level of a common power saw (110 decibels) is enough to cause damage. It can take as little as two minutes a day of unprotected exposure to a power saw cutting metal to permanently reduce your hearing.

Obtain some approved protective earplugs and earmuffs and make a habit of using them. Attach them to your hard hat so they're always handy. (As a rough guide, if you need to raise your voice in conversation then you need to limit the noise level or reduce your exposure to the noise).

Heat Stress

Although rare, excessive heat can be a problem on some of our sites, particularly in confined spaces, in the sun or outside. Please ensure a suitable number of appropriate fluids are consumed if the task involves a significant loss of body fluids (sweat). Notify your Protech consultant if you feel the job is beyond your capabilities.

Housekeeping

It stands to reason that a clean workplace is generally a safer workplace. So do your bit and keep your area clean. Housekeeping is the responsibility of all personnel in the workplace. If you spill any liquids, make sure the site in question is safe until such times the area is cleaned.

If someone is injured as a consequence of a spill caused by you (and not properly contained or cleaned up), you could become liable for prosecution. Keep your own work-site free from rubbish and combustible materials, and the floor free from items other people could trip over. Ensure rubbish bins are emptied on a regular basis. Employees are required to properly dispose of litter from lunches, etc. as scrap food attracts vermin into the workplace. Any workers noticed littering on job sites will be expected to clean up in their own time.



- Keep shared amenities, such as showers, change rooms, fridge's, urns and lunchrooms clean.
- Put rubbish, scraps, etc. in bins.
- Stack and store materials in a safe place.
- Replace lids and caps of containers immediately after use.
- Wipe up spills.
- Remove rubbish as you go.
- Keep walkways, stairs, and access points clear.
- De-nail timber or ply as you go.
- Remove or barricade off protruding objects such as pipes, etc.
- Bend or cover steel starter bars.

Manual Handling

Protech is committed to its Occupational Safety Health and Environment responsibilities and the reduction of risks associated with employees engaged in manual handling activities.

Protech will endeavor whenever possible to prevent the occurrence and/or reduce the severity of injuries resulting from all manual handling activities. Ongoing procedures will be maintained to ensure a high degree to safety awareness at all times by all employees.

Employees will also continually be reminded to advise supervisors and Protech Resource/Account Managers of any manual handling tasks they perform that may prove to become a risk to themselves or others.

Manual handling of material must be viewed as the most dangerous potential for an incident. Reference is made to Australian Standards and The Division of Workplace Health and Safety "Code of Practice" for manual handling. A lot can be written about the objectives but in general terms what is required is the observation of basic ground rules:

- Do not lift more weight than you can handle comfortably.
- Lift correctly with the load close to the body.
- Lift with the legs - not the back.
- Cease lifting if pain is experienced - change approach to task at hand.

The prevention of incidents is best achieved by being observant and having the correct attitude of lifting materials by manual methods.

The risk of injury increases if the load is above shoulder or below mid-thigh height. Lifting low-lying objects should be avoided where possible. Unfortunately, this is not always practical, and a safe lifting technique should be adopted.

The most preferred lifting technique for low-lying objects is the "semi-squat", commonly known as the power lifter's squat. It requires you to:

- Incline your trunk.
- Bend your knees to approximately 90 degrees; and
- Lift with your legs, not your back.

While this is preferred, no particular lifting style should be used in isolation because no one lifting technique can be applied to all lifting tasks.

Some helpful hints for lifting are:

- Plan the lift to determine the best lifting technique.
- Choose a comfortable posture that keeps your back straight.
- Avoid jerking movements.
- Get a secure grip on the object.



- Avoid twisting your back by turning your feet, not your hips or shoulder.
- Handle heavy or awkward objects as close as possible to your body.
- Avoid lifting excessive weights.



Incidents can be avoided by the following:

- Plan your path – make sure it is free of obstructions.
- Squat down, bend your knees and lift with your legs, not your back. Keep your back straight and avoid jerky motions.
- Grasp the object firmly, making sure your grip or footing won't slip and keep the load close to your body.
- Ask for help or use a mechanical aid, if you don't think you can move the object yourself. Or if the load will block your vision.
- Alternate heavy handling tasks with lighter work. Don't do all the heavy lifting in one period.

Personal Protective Equipment

This is another area in which you can keep the odds in your favour. Basically, there are three things to remember about Personal Protective Equipment (PPE).

- Have it with you every day.
- Use it.
- Keep it in good order (replace it if it is faulty or damaged). PPE is replaced on a fair wear and tear basis. Should you require replacement PPE please contact your Protech Representative.

While Protech endeavors to take all possible and reasonable steps to ensure that the candidates are provided with the best possible hazard prevention, ultimately the Employees must be aware that their safety is their personal responsibility.



Private Cars

Workers are required to park their personal vehicles as instructed by site management. Workers who fail to observe these requirements, cannot expect to make any claims against Protech or the client, should any damage occur to the vehicle.

Principal Contractor

Principal contractors at construction workplaces must ensure that all work at the construction workplace is carried out in a manner that.

- Ensures workplace health and safety.
- Helps employers and self-employed persons to fulfil their workplace health and safety obligations.
- Ensures plant and substances provided for general use at the construction workplace are safe and without risk of illness or injury to persons at the workplace.
- Ensures workplace activities do not risk the health and safety of members of the public at, or near, the workplace.

If a principal contractor believes an employer or a self-employed person at a construction workplace is not meeting their workplace health and safety obligations, the principal contractor must direct this person to do so. If the person fails to comply, the principal contractor must direct work to stop until the employer or self-employed person agrees to fulfil their obligation.

Smoking

The National Occupational Health and Safety Commission has resolved that, given the proven health risks of smoking, a tobacco smoke-free work environment should be the objective for Australian workplaces. Protech actively promotes these principles.

As a general rule the following areas will be designated as NON-SMOKING areas:

- Any office
- Any training rooms.
- Any area containing flammable liquids.
- Any area in which chemicals are stored.
- Any confined areas, cars, trucks, or caravans.
- Any area used for food preparation.
- Any First Aid area.
- Any toilet.
- Any stairway, corridor, or passageway.
- Any area that displays "No Smoking" signage.

Tag-Out Procedures

A tag-out procedure must be followed when removing any safety guarding from plant and/or machinery, or climbing in, on, under or over any machinery, whether it starts manually or automatically. As different procedures exist between worksites, it is important the tag-out procedure is explained to you by the supervisor/leading hand. Make sure the plant/machinery cannot be started or operated by someone else while you are working on it.

Tools (Tradespersons)

Where you are required as part of your engagement to supply your own tools of trade or equipment, you will ensure that all tools and equipment which you provide or that you otherwise bring to a Client site, meet the applicable Australian Standards, are in good working order and condition, that you are trained in the safe use of



such tools and equipment, and that the tools comply with the relevant Protech and Client policies and/or requirements.

Tradespersons are expected to supply your normal tools of trade that would enable you to complete the task required. Specialist tooling will be supplied by the Client.

It will be your responsibility to ensure tools and equipment etc., are returned to the Client's store upon completion of its use (or at the completion of each day) in a clean and working condition. Failure to do so may result in having to reimburse Protech to the full value of any damaged, lost, or stolen property belonging to the Client.

You are responsible for maintaining adequate insurance coverage for your work tools and equipment and, where your tools and equipment are to be stored on the Client site, that you are satisfied with the security measures of the storage facility.

Safety Helmets

The hard hat is one of the most common pieces of personal protective equipment in a construction workplace. Surviving one bad knock on the head will more than make up for any inconvenience of wearing it. Some simple tips on using and maintaining your hard hat:

- Replace the harness inside the hard hat as per Australian Standard requirements.
- Adjust the headband so it fits snugly and comfortably. (Test this by touching your toes. If your hard hat falls off, it's too loose).
- Attach a chinstrap to keep it on in high wind conditions or while working at heights.
- Get a new hard hat every three years (replace immediately if it gets damaged), or as per Australian Standards.
- Check it meets required Australian Standards.
 - Always wear it. Conditions on site can change quickly. There is no such thing as a 'hazard free' zone on a construction site.

Vehicles and other equipment

Vehicles and other 'driver operated' equipment can only be moved or used by people who have an appropriate permit, license or certificate issued by a recognise Authority and must be in line with the Vehicle Policy or agreement of Protech and/or the client [\[link\]](#).

Operator Responsibilities:

- Look for overhead restrictions, such as walkways and power lines.
- Look for trenches or pits.
- Beware of poor or unstable surfaces and steep gradients.
- Watch out for projecting objects.
- Be aware of other people in the area.
- Be aware of other machinery and vehicles.

Work Plans, SWMS, And Work Instructions

The Workplace Health and Safety Regulation requires principal contractors, employers, and self-employed people (sub-contractors) to have a workplace health and safety plan and procedures in place before work starts. These may also be in the form of Safe Work Method Statements (SWMS), Work Instructions, Safe Operating Procedures and/or Job Safety Analysis (JSA's)

Work plans identify the types of hazards likely to be found at the particular construction site and set about control measures needed to minimise or prevent health and safety risks. Work plans should be reviewed and revised to account for any new risks that may arise after work commences.



The principal contractor is required to have a work plan for the workplace and the employer or sub-contractor is required to have a work plan for the type of work they are to carry out.

The principal contractor, employer and sub-contractor is obliged to provide everyone working on the site with all parts of the work plan relevant to their work activities.

Workers should keep abreast of the contents of their employer's workplace health and safety plan. If there are any parts that are unclear, workers should have them explained.

Working at Heights

As a general rule any work that could result in a fall from one level to another is considered "working at heights"

If there's any possibility of people or objects falling from perimeters, ramps, stairs, etc., proper protection must be provided. NEVER remove protective equipment unless you have the approval of the person in control of their area.

Where there is a risk of people or objects falling, make sure the following are in place:

- Mesh panels with kickboards securely fixed.
- Securely fixed handrails and mid-rails.

9. Office Worker Guidelines

Because injuries may occur in office environments when systems and procedures are not adhered to, it is important to pay attention to office safety rules. Just because there are no manufacturing processes taking place in the office does not mean that the risk of injury is not present. You are expected to follow these guidelines:

General Safety

- Know your job and follow instructions. If you do not know the safe way to do the job, ask the client's supervisor. Report all unsafe conditions to your work area supervisor immediately. This includes broken furniture, broken glass, and defective office equipment.
- Equipment using electricity can mean trailing cables, overloaded circuits, broken plugs, and sockets. Ensure that qualified personnel see to these dangers. If office equipment is not functioning correctly, turn the equipment off and report it to your supervisor immediately. Worn electrical equipment or defective equipment should not be used. Always place phone leads and extension cords where no one can trip over them.
- Keep exits clear at all times. Exit and fire doors must never be blocked or made inoperative. Keep all work areas, stairs, and aisles free of clutter. Clean up all spills immediately. Report unsafe conditions to your supervisor.
- Heat, cold, noise, poor lighting and poorly maintained equipment add to the risk of injury. Notify a supervisor and your Protech Resource/Account Manager should you identify a hazardous or potentially hazardous situation. Report defective equipment, including furniture and office equipment to a supervisor immediately.
- Be alert for tripping hazards. Do not allow file records to accumulate in corners, stairwells or under desks; use proper storage. Use extra caution turning corners or on stairs. Watch out for slippery or wet floors. Use handrails to give support and balance when ascending or descending stairs. Ensure the wearing of appropriate footwear. High-heeled footwear is NOT recommended for office environments.
- Keep desk and filing cabinet drawers closed when not in use to avoid people tripping or striking themselves. Only open one filing cabinet drawer at any one time.



- Open doors correctly, using the handles or push-plates. Do not push the glass section of doors.
- Be careful to avoid injury to hands when using paper-cutting machines, staplers, and equipment with sharp edges. Ensure your computer workstation is correctly adjusted.
- Observe good “Manual Handling” procedures in the office environment. Ask yourself whether the item/s need to be moved? Can I carry the weight? Can someone move it for me? Can I split the load into smaller packages? Is there a trolley available? Etc. Carry large items in a manner that allows you a clear visual path in the direction you are travelling. Do not stand on any chairs, tables, or desks to reach articles stored above head-height. Use the correct equipment or ask for assistance.

Remember most incidents in offices result from slips, trips, and falls; lifting objects incorrectly; punctures or cuts; being careless, rushing or taking shortcuts. Please be careful, always think safety and you will avoid incidents.

The Work Station

Health Warning

Use of a keyboard or mouse may be linked to serious injuries or disorders.

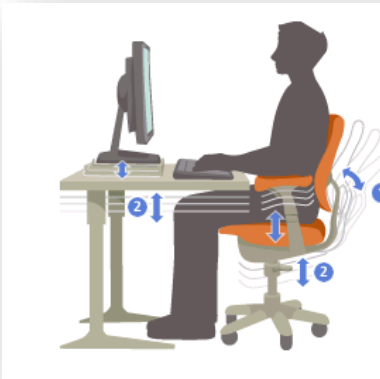
When using a computer, as with many activities, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. However, if you experience symptoms such as persistent or recurring discomfort, pain, throbbing, aching, tingling, numbness, burning sensation, or stiffness, do not ignore these warning signs. promptly see a qualified health professional, even if symptoms occur when you are not working at your computer. Symptoms like these can be associated with painful and sometimes permanently disabling injuries or disorders of the nerves, muscles, tendons, or other parts of the body. These musculoskeletal disorders (MSDs) include carpal tunnel syndrome, tendonitis, tenosynovitis, and other conditions.

Some guidelines that may help you work more comfortably with your computer and possibly reduce your risk of experiencing an MSD can be found in this “Healthy Computer Guide.”

Position Yourself

It is important to avoid awkward postures and position your body comfortably. Not only can this improve your overall productivity, but it may also help you avoid MSDs. Keep in mind that changing your posture during extended tasks may also help you avoid discomfort and fatigue.

When working or playing at the computer, adapt your surroundings and arrange your computing equipment to promote a comfortable and relaxed body posture. Setting up your workstation to avoid discomfort depends on your unique body size and work environment. However, the following suggestions may help to provide you with a more comfortable environment.



To support your back, try the following:

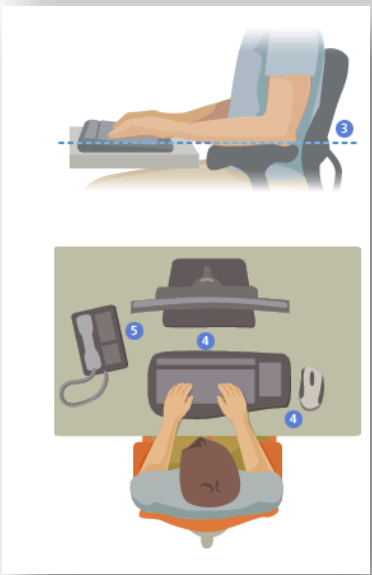
Use a chair that supports your lower back (see detail 1).

Adjust your work surface and chair height to assume a comfortable and natural body posture (see detail 2).

To promote comfortable leg postures, try the following:

Clear away items from beneath your desk to allow comfortable leg positioning and movement.

Use a footrest if your feet do not rest comfortably on the floor.



To minimize reaching and to promote comfortable shoulder and arm postures, try the following:

Place your keyboard and mouse or trackball at the same height; these should be at about elbow level. Your upper arms should fall relaxed at your sides (see detail 3).

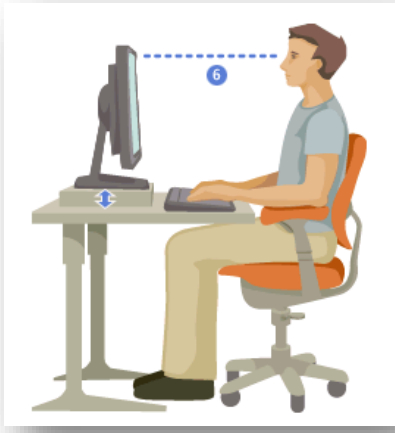
When typing, centre your keyboard in front of you with your mouse or trackball located close to it (see detail 4).

Place frequently used items comfortably within arm's reach (see detail 5).

To promote proper wrist and finger postures, try the following:

Keep your wrists straight while typing and while using a mouse or trackball. Avoid bending your wrists up, down, or to the sides. If your keyboard has legs, extend them if this helps you maintain a comfortable and straight wrist position.

Type with your hands and wrists floating above the keyboard, so that you can use your whole arm to reach for distant keys instead of stretching your fingers.



To minimize neck bending and twisting, try the following:

Position the top of the screen near eye level (see detail 6). Bifocal wearers may need to lower the screen or talk to a qualified health professional about glasses customized for computer work.

Centre your monitor in front of you. If you refer to your documents more frequently than your monitor, consider placing your documents directly in front of you and the monitor slightly to the side.

Consider using a document holder to position your documents near eye level.

To minimize eye strain, try the following:

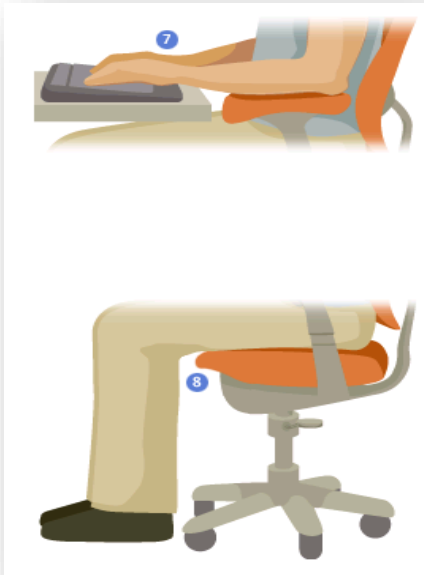
- Position your monitor about an arm's length away from you when seated comfortably in front of it.
- Avoid glare by placing your monitor away from light sources that produce glare or use window blinds to control light levels.
- Remember to clean your screen. If you wear glasses, clean them also.
- Adjust your monitor's brightness and contrast. Adjust onscreen font sizes to make viewing more comfortable for you if your computer program has this feature.

Go Lightly

Physical forces continuously interact with our bodies. We may think that only high-impact forces, such as car crashes, are likely to injure our bodies. However, low-impact forces may also result in injuries, discomfort, and fatigue if they are repeated or experienced over long periods of time.

Some types of low forces include:

- **Dynamic force:** A force that you exert through movement, such as pressing the keys while typing or clicking the mouse buttons.
- **Static force:** A force that you maintain for a period of time, such as holding your mouse or cradling the phone.
- **Contact force:** A force that occurs when you rest on an edge or hard surface, such as resting your wrists on the edge of your desk.



To reduce the effects of low-impact forces on your body, try the following:

Type with a light touch, keeping your hands and fingers relaxed, because it takes little effort to activate keyboard keys.

Use a light touch when clicking a mouse button or when using a joystick or other controller.

Hold the mouse with a relaxed hand and do not grip the mouse tightly.

Avoid resting your palms or wrists on any type of surface while typing (see detail 7). The palm rest, if provided, should only be used during breaks from typing.

Relax your arms and hands when you are not typing or using your mouse. Do not rest your arms and hands on edges, such as the edge of your desk.

Adjust your chair so the seat does not press into the back of your knees (see detail 8).

Take Breaks

Taking breaks can help your body recover from any activity and may help you avoid injury. The length and frequency of breaks that are right for you depend on the type of work you are doing. Stopping the activity and relaxing is one way to take a break, but there are other ways, also. For example, just changing tasks - perhaps from sitting while typing to standing while talking on the phone can help some muscles relax while others remain productive.

To vary your daily activities and to work productively, try the following:

- Plan your work so that you are not doing the same thing for extended periods of time (such as performing the same activity or using the same part of your body).
- Use different input devices, such as your mouse and keyboard, to accomplish the same task. For example, to perform a scrolling task, you can use the wheel on the mouse and the arrow keys on the keyboard.
- Work more efficiently by using software and hardware features to reduce your effort and increase your productivity. For example, you can press the Windows logo key to open the Windows Start menu.

Advantages of Good Housekeeping

Wherever you work, good housekeeping can help you feel better about your job because:

- Work is less tiring when you have more space and when your work area is free from things you don't need.
- It is more business-like and more efficient when you do things in an orderly and organised manner.
- It's less aggravating when you save yourself the time and energy it takes to look for 'lost' items.